STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology Services		Statewide Telecommunications and Network Division
Category: **Trouble Reporting**	Chapter Title: **Introduction**	Chapter Number: **1000.0**

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CALNET, TROUBLE REPORTING

A centralized trouble reporting help desk and client service center is available 24 hours a day for agencies utilizing CALNET, CALDEX systems and services. CALNET's network management system provides monitoring, testing and resolution of problems that affect the voice and data network. Before reporting equipment or service trouble, an Agency Telecommunications Representative (ATR) should troubleshoot service and telephone equipment to try to pinpoint the location of trouble. This saves an agency time and money and may have the user back in operation within a short time. The following chapters discuss reporting procedures for line, equipment and data troubles for CALNET, CALDEX, systems and services.

TELEPHONE TROUBLE SHOOTING GUIDELINES

The following conditions may be encountered by users but may not indicate trouble. In these cases, check the number in the applicable telephone directory and redial the call.

- There is a recorded announcement, wrong area code, prefix or number dialed on 7- or 10-digit calls.

- There is a busy station or "regular" busy tone.

- All circuits are busy or there is a "fast" busy tone.

- Operator intercepts an invalid 7- or 10-digit number.

- There are ringing delays. Ten digit calls may experience delays up to 20 seconds due to types of equipment used at some terminating locations.

- Calls are misdialed.

COMMON TELEPHONE USER COMPLAINTS

The two most common problems that occur are: there is no dial tone or the telephone features do not work. No dial tone indicates there is either trouble in the line or in the instrument. If features may be accessed but cannot be activated, check the directions found in the applicable feature user guide to verify the instructions for use. If the features cannot be accessed, verify the feature assignments for that station. If records indicate the feature was assigned, test the telephone set by replacing it with a working set. If the features now work, replace the defective set. If features still do not work, CALDEX agencies should report trouble to Network Operations, CALNET Help Desk. Non-CALDEX agencies should report trouble to the company providing their line and feature services. Agencies may want to store extra telephone sets, telephone set batteries and equipment documentation. For almost any problem, check the connectivity of all cords.

See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.